



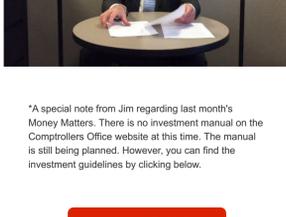
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The Official Newsletter of the TECB

Serving the *first*, first responders

Money Matters

Jim Barnes talks about possible changes in your financial reports that could affect your operational costs. Click below to hear more.



*A special note from Jim regarding last month's Money Matters. There is no investment manual on the Comptrollers Office website at this time. The manual is still being planned. However, you can find the investment guidelines by clicking below.

[Investment Guidelines](#)

Legislative Tours with Representatives Dennis Powers, Dawn White and Tim Rudd

Director of Government and External Affairs Amber McDonald headed to Murfreesboro and Union County 911 last month to take lawmakers behind the scenes at their local PSAP's. During the tour, legislators met with staff and shadowed 911 telecommunicators while taking emergency calls.



Assistant Director Cassie Lowery demonstrates call handling to Representatives Tim Rudd and Dawn White at Murfreesboro 911.



L to R: 911 Director Steve Smith, Scotty Blackburn, Cassie Lowery, Rep. Dawn White Rep. Tim Rudd and Amber McDonald



Union County 911's Kenny Crider and Andrew Reed speak with Rep. Powers about 911 technology.



Union County 911 Director Andrew Reed, Criminal Investigator Kenny Crider, TECB's Amber McDonald, Rep. Dennis Powers and Sheriff Billy Breeding

And In the News!

Read more about the 911 tour with Representative Dennis Powers in Union County's hometown newspaper by clicking below.

[The Union News Leader](#)

Want a PSAP tour with your legislator?

Contact Amber McDonald by email at amber.mcdonald@tn.gov

Tech Tip: Next Gen Update



Eddie Burchell, Director of Technology

Here are the current technical items for this month:

1. The Text-to-911 project is underway. We are on schedule to test in Marshall County later this month.
2. Mission Critical Partners, the TECB's contracted consulting firm, is working on some initiatives with us, one of which is a thorough audit of the Kelsey Smith contact information, including a better presentation of the information on the website. Once this is complete, we will forward it out to all districts.
3. The Radio System Inventory project is still ongoing. If you haven't already, you will be contacted by Mission Critical Partners to review public safety radio systems in use in your district. This is important information that will benefit interoperability efforts across the state and with our neighboring agencies. It will also be extremely important for our Mobile PSAP project. Please assist MCP when they reach out to you.
4. AT&T and eCaTS are collecting information in preparation for deployment of eCaTS equipment statewide. Again, this information is needed to support Next Generation 911 network reporting. This will provide a "dashboard" that will be a quick view into the health of the network. Each PSAP with a NetTN connection will have an eCaTS device, which will collect information and report it to a server. The end result is a very useful dashboard that will display call volume and other data in near real-time.
5. We are again on track and moving forward with the Next Generation 911 Stage 3 project, which begins in the Jackson area. As a reminder, the plan is to complete the project in each Selective Router area, starting with Jackson and then moving to Memphis and then eastward across the state. Comtech's team will be contacting you individually.

I am anxious to see everyone at the TENA conference this year and I think our partners will have some interesting information for you. Please let me know if there is anything I can assist you with before then. -Eddie

Want to Sign Up for Hosted Controller?

The hosted controller is almost up and running and is first come first serve. If you need more information or want to sign up, email Eddie Burchell at eddie.burchell@tn.gov



Hosted Controller

Did you miss the TACIR meeting?

The official TACIR report has been submitted to and approved by the TACIR committee. To view the meeting held on August 29th, click below.



The TECB staff at TACIR pictured with Kenneth Calvert, Chairman of Kingsport ECD.

[TACIR Meeting](#)

About the Tennessee Department of Commerce and Insurance: TDCI is charged with protecting the interests of consumers while providing fair, efficient oversight and a level field of competition for a broad array of industries and professionals doing business in Tennessee. Our divisions include the Athletic Commission, Consumer Affairs, Tennessee Corrections Institute, Emergency Communications Board, Fire Prevention, Insurance, Tennessee Law Enforcement Training Academy, Peace Officers Standards and Training, Regulatory Boards, Securities, and TennCare Oversight.

Operations

Committee Meeting Recap

The Operations Committee meeting was held on August 22nd at the Davy Crockett Tower in Nashville. Led by the TECB's Technical Director Eddie Burchell, the committee members developed important recommendations to the TECB regarding text-to-911, mobile PSAP's, transferring calls and COOP deadlines. Some of the topics discussed during the meeting will also be included in the November TECB meeting agenda. You can re-watch the meeting by clicking below.



The Operations Committee with the TECB staff and Mission Critical Partner's Chad Brothers

[View Meeting](#)

Spotlight on Shelby County 911

This month's local PSAP feature comes from a veteran 911 director with more than forty years experience. Amber McDonald headed west and sat down with Raymond Chiozza to discuss 911 matters in Memphis.



Raymond Chiozza, Shelby County 911

Q. Tell me something interesting someone would not normally know about working in 911.

A: Telecommunicators must be strong! They hear human suffering every day. They cannot turn to a radio or TV channel to escape it. It's their job day in and day out. They must never give up.

Q: What do you find the most rewarding about working in public safety?

A: The challenge to find better ways to improve the industry and knowing you help save lives.

Q: What do you find most challenging about the industry?

A: A couple of challenges are keeping up with technology, and keeping all of the staff trained.

Q: What do you want the public to know about your 911 team and PSAP?

A: In Shelby County, our team is made up of an ECD, six municipalities, and county PSAPs. That's six primary PSAPs, two secondary PSAPs and six backup PSAPs.

Q: How has Next Gen 911 changed your PSAP?

A: True NG911 has not occurred yet. In Tennessee, we will soon be cutting some of the tandems over to NG911 IP circuits. I think when we cut over to true IP and to the PSAP, this will be the foundation that the future will be built upon. I'm looking forward to actual real time text to 9-1-1, video and photos being received, hold up alarm cameras providing photos into the PSAP and telematic information being received and passed on to public safety responders.

Q: Anything else you would like to add?

A: I have thoroughly enjoyed my forty-three years in public safety communications. I started my career when I was eighteen years old with the Memphis Fire Department PSAP where we had old corded switchboards. I have seen many changes in my career, like the first CAD system ever to go LIVE in 1975. I think to be an effective leader today you must always accept change and desire newer technology and promote this to those around you. I have seen the best and worst like dispatching the ambulance to Elvis Presley's Graceland Mansion the day he died; or firefighters dying fighting a fire or being shot and killed as they arrived on the scene; or talking on the phone to a lady that called to report her apartment on fire that the telephone that was trapped, only to find out later she perished; I've seen the best like saving a child's life who was trapped in a house fire. That is what makes the job so rewarding. You have to remember those times that through all of the horrific events a telecommunicator deals with, it is those times that you assist in saving a life that you must hold on to and remember most of all.



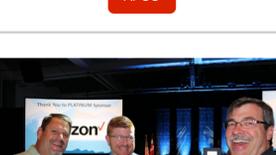
Shelby County 911

TECB Activities:

APCO

The Association of Public-Safety Communications Officials, or APCO, held its 83rd annual conference and expo in Denver, CO during the week of August 13th. Several informative presentations were made, including the keynote session presented by General Keith Alexander, USA (Ret.). General Alexander is CEO and President of IronNet Cybersecurity and previously served as Commander, U.S. Cyber Command and Director of the National Security Agency. The Tennessee Emergency Communications Board (TECB) sent Director of Technology, Eddie Burchell, to attend the conference. After the opening session, APCO announced that the long-awaited Project 43, Broadband Implications for the PSAP document was ready for distribution. Project 43 was initiated to assist those in the 911 community, and others, to better leverage broadband technologies. Nearly 80 professionals from across the US, including Eddie Burchell, contributed to the document. A copy of the document can be found on APCO's website below. Many vendors were represented on the vendor floor of this year's conference, including a few first-timers. Next year, APCO will be in Las Vegas, NV and in 2019 the expo moves to Baltimore, MD.

[APCO](#)



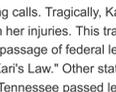
Pictured L to R: John Alliman, Brentwood PD; Stephen Martini, Director Brentwood City ECD and Bill Jorgensen, Director of Williamson County Public Safety at the APCO conference

Industry News: Kari's

Law

Kari's Law has officially passed the U.S. House and Senate and is headed to President Trump's desk to be signed into federal law.

Kari Hunt was stabbed by her estranged husband in a hotel room in Texas in 2013. The couple's daughter tried to dial 9-1-1 but was unable to connect because of the additional "9" that was required for all outgoing calls. Tragically, Kari passed away from her injuries. This tragedy has led to the passage of federal legislation entitled "Kari's Law." Other states, including Tennessee passed legislation on a state level prior to federal passage.



Kari Hunt

[Kari's Law](#)

Next Policy Committee Meeting

The next policy committee meeting will be held September 21st at 10:00AM in Room 1A.

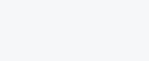
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